

Pipeline

Spring 2012

MIAMI-DADE COUNTY

Newsletter

For Customers of the Miami-Dade Water and Sewer Department



MIAMI-DADE COUNTY

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District 6

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Clerk of Courts

Pedro J. Garcia
Property Appraiser

Alina Tejeda Hudak
County Manager

Robert A. Cuevas Jr.
County Attorney

John W. Renfrow, P.E.
Director

Miami-Dade County provides equal access and equal opportunity in employment and services and does not discriminate on the basis of handicap.

It is the policy of Miami-Dade County to comply with all the requirements of the Americans with Disabilities Act.

For questions concerning your account, please contact:

Customer Service 305-665-7477
Hours: 8 a.m. - 4:30 p.m.

Internet: www.miamidade.gov/wasd

Save Time and Postage By Paying Your Water Bill Online

The Miami-Dade Water and Sewer Department (WASD) offers numerous ways for customers to pay their water bills electronically, which is convenient and can be done from any computer at any time of the day.

One such option is ePayBill, a convenient service that enables the customer to:

- Reduce the amount of time you spend writing checks
- Save on postage costs
- Never worry about a payment being lost in the mail
- Eliminate the need to wait in line at payment centers

Once a bill is produced, the customer receives an email that links the electronic Water & Sewer Bill. You can view and pay your current bill, as well as review your previous billing statement beginning with your enrollment date. ePayBill utilizes secure log-ons and industry standard encryption to ensure that all of your personal and account information is protected.

Express Pay

You can also make a one-time payment using a checking or savings account. This service is free of charge and you must have your bank account and bank routing numbers ready.

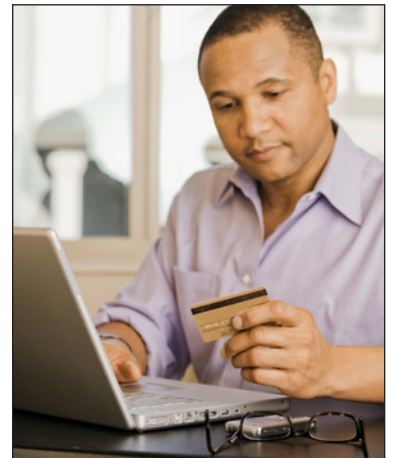
Pay with Credit Card

You can make a one-time payment with you Master Card, Visa, American Express or Discover Card. Please note the maximum payment per transaction with this method is \$400 and the credit card processing company will charge you a \$3.95 convenience fee.

E-Pay Water Bill

You can also enroll in e-Pay, an automated method of receiving your bill online. You can also use this option to view your bill online. This service is free of charge.

For more information about your online bill paying options or to sign up for a service, please go to www.miamidade.gov/water.



Did you know...

that an American home can waste, on average, more than 10,000 gallons of water every year due to running toilets, dripping faucets, and other household leaks? Nationwide, more than 1 trillion gallons of water leak from U.S. homes



each year. That's why you should check your plumbing fixtures and irrigation systems on a regular basis. Save water and money on your water bill.

Drinking Water Week

The Miami-Dade Water and Sewer Department is proud of the water it delivers to the more than 2.3 million people each day in Miami-Dade County. The department is the largest utility in the Southeastern United States and eighth water utility in the nation. WASD tests its water more than 150,000 times annually. In honor of Drinking Water Week which will be May 6th through the 12th, and as another reminder of how priceless water is, the department will release its 2011 Water Quality Report-also known as the Consumer Confidence Report (or CCR).The CCR provides a snapshot of



Drinking Water Week 2012

drinking water quality each year based on the prior year's testing results. It will be mailed to all WASD customers as required by federal regulations.

WASD's delicious tap water meets or exceeds all local, state and federal guidelines and all customers of WASD should drink up with confidence.

April is Water Conservation Month

April is considered the month for the height of dry season in South Florida and for that reason it has been designated as Water Conservation Month. This is the time when decreased rainfall and peak water demands puts stress on regional water supplies. There are several simple and common sense actions each of us can take that when added up throughout the year can make a tremendous

difference on our limited water supply.



Conservation is essential year-round to buffer the impacts of weather extremes, such as the drought. Water conservation habits include installing an aerator on your sink, watering the lawn by hand or installing high-efficiency appliances, such as a showerhead or energy-efficient washing machine.

You can also save money on your water bill by being conservation-minded. For conservation tips and ideas to decrease your water bill, go to www.miamidade.gov/conservation.